

APPENDIX XX

The table below sets out details of decisions issued with Q1 by both the Housing Ombudsman and the Local Government and Social Care Ombudsmen which relate to the Councils Housing Services. In all cases Orders or actions have been completed. No further action is required in respect of any of these cases and this item is for information only.

Complaint No	Council Process Ended	Ombudsmen Decision	Issue	Determination/Outcome	Order/Action	Ombudsmen
1	Dec 2024	16 April 2025	Housing Application	Investigation ended – Ombudsmen determined Council Stage 2 response was reasonable and proportionate outcome	<ul style="list-style-type: none"> • None From Ombudsmen • Stage 2 response provided for case review and compensation 	Local Government and Social Care Ombudsmen
2	Aug 2023	30 March 2025	Leaseholder Repairs	No maladministration	<ul style="list-style-type: none"> • None 	Housing Ombudsmen
			Asset Management	Service Failure	<ul style="list-style-type: none"> • Compensation £100 	Housing Ombudsmen
			Complaint Handling	Service Failure	<ul style="list-style-type: none"> • Compensation £100 	Housing Ombudsmen
3	Jun 2024	15 May 2025	Repairs and Asset Management	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £700 • Specific resolution actions to be completed 	Housing Ombudsmen
			Complaint Handling	Service Failure	<ul style="list-style-type: none"> • Written apology • Compensation £250 	Housing Ombudsmen
4	Oct 2024	25 June 2025	Estate Management	No maladministration	<ul style="list-style-type: none"> • None 	Housing Ombudsmen